Jagraj Singh

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Work Experience

City of Seattle (Finance and Administrative Services)

Vaccination Site Data Entry | Seattle, WA   March 2021—Present

- Ending the COVID-19 pandemic by performing accurate patient data entry and providing language & mobility access to all.

Microsoft

Web Sales & Support Associate | Remote   April 2021—Present

- Provide technical support through email, chat, and video channels to customers worldwide.

Xbox Refunds Associate | Remote   March 2020—April 2021

- Analyze customer data for financial troubleshooting and fraud prevention.
- Independently automate workflow using Python reducing case time from 4 minutes to 1.5 minutes.

Product Advisor | Redmond, WA | Bellevue, WA   May 2018—March 2020

- Troubleshoot and resolve common PC and Xbox technical problems.
- Lead hands-on demos of Microsoft products to create new fans and drive excitement.

Featured Projects

Portfolio Website — https://jagrajsingh.com
A minimal portfolio website resembling a dark themed Jupyter Notebook created effortlessly with Jupyter Lab.
Technologies: Jupyter, HTML, CSS, LaTeX, GitHub

MIT Course View Count Analysis
Collected, cleaned, and visualized YouTube MIT course view count data to gain insight on course completion.
Technologies: Python, pandas, matplotlib, YouTube Data API, JSON, Data Analysis, Web Scraping

Education

Bachelor of Arts in Communications | University of Washington   2014—2017
Coursework included advanced public speaking and advanced mathematics.

Skills

Programming Languages	Python (numpy, pandas, matplotlib, scipy, sympy)
Database Management	SQL
Web & Markup	HTML, CSS, JSON, XML, LaTeX, Google Analytics
Productivity	Excel (pivot tables, macros, Visual Basic for Applications (VBA), power query)
Visualization	Illustrator, Photoshop
Languages:	English, Punjabi